

## ABSTRACT OF THE INVENTION

A conflict or dispute between at least two parties is managed to reflect the cultural context of the parties. When the party is from a low context culture, conflict management assumes the party prefers to adopt a transactional viewpoint and to select from a set of possible resolutions. When the party is from a high context culture, dispute resolution assumes the party prefers to view the dispute as part of a relationship and to be advised as to appropriate actions. A system bridges between the cultural contexts of the parties by collecting and providing information in accordance with the preferred procedure of each party.